



Welcome to Flight Medicine

Our goal is to provide quality medical care to our flyers, support personnel and their families. We are ready and qualified to meet these goals and to provide you with a wide range of services. We see patients beginning at age 14 and can provide routine care, as well as, perform minor surgical procedures.

What are the office hours?

Monday - Friday 7:30 am - 4:30 pm
Closed on Weekends & Holidays

How do I make an appointment?

In order to properly schedule daily appointments, patients who need an acute appointment should call between 7:00 am and 9:00 am. An acute condition is defined as a medical problem that started within the past 24 hours and will worsen if not treated within 72 hours.

Routine appointments, such as follow ups and wellness examinations, should not be made until after 9:00 am.

The appointment line is 256-7425 open Monday—Friday, 7:00 am - 4 pm.

Do you offer walk-in care?

Yes, we offer walk-in care for common conditions for which our nurses can provide care. The following are provided Monday – Friday, 9:00am – 3:00 pm:

- Throat Cultures
- Pregnancy Tests
- Blood Pressure
- Urinary Tract Infections

Immunizations & injections are available Monday - Friday, 8:00am – 4:00 pm. Shot records are needed and TB/IPPD tests are not done Thursdays.

If I don't need an appointment, but would like to speak to someone, who do I call?

During office hours, Monday - Friday 7:00 am - 4:30 pm, we have a Nurse Advice Line to answer health related concerns, test results or medication questions. To speak to a nurse, please call (618) 256-7426.

If I need help after hours, who can I call?

Please be aware that as of 30 June the Health Care Information Line will no longer be in service.

Health and benefit information can easily be found online at www.tricare.osd.mil and www.healthnetfederalservices.com

If you need medical advice please call the clinic at 256-9355 (WELL), Monday - Friday, between 9:00 am and 4:00 pm and ask to speak to a nurse. If you have an urgent need after hours a provider is on call at (618) 463-6755 or Family Practice (618) 398 – 9445.

If you have a medical emergency (sudden or worsening medical condition that threatens life, limb or sight) go to the nearest emergency room. **Do not go to an Urgent Care Center.**

I need to renew my prescription, who can I call?

Please call (618) 256 -7365 for prescription renewals. Renewal requests called into the office will be available in two duty days. You will need to pick up your prescriptions at the Main Pharmacy, located in the hospital.

If you need to refill a current prescription, please call the Refill Pharmacy (618) 256 - 7400. You will need to pick up your refill at the Refill Pharmacy, located in Building 1948, (the old Scotty's) across from the James Gym on Winters Street. For added convenience the Refill Pharmacy also has a drive thru, which is located behind the building and can be accessed off of Martin street's side access road (near the bowling alley, building 1934). The drive thru is for pick up only and you must still phone in your prescription refill.

I need a referral, who do I call?

If you are to be seen in the MTF, the specialty care clinic will contact you to schedule your appointment. If you do not receive a call, please contact Referrals Management Office at 256-7521.

If you need medical care outside the facility, you will be referred to a TRICARE network provider that meets our high quality standards to ensure that you receive the best quality care. Within 5 business days, Health Net will send you the name and phone number of a specialty care provider nearest to your zip code. You will then need to contact the provider to schedule your appointment. If you do not receive a letter within 5 business days with instructions to schedule your appointment, please contact Referrals Management Office at 256-7521 or Health Net at 1-877-TRICARE.

If you are not able to receive an appointment within the 28-day standard from the referred provider, please contact Health Net by calling 1-877-TRICARE.

Who is in the Flight Medicine Care Team?

Your Healthcare Team is made up from the following medical professions:

- Flight Surgeons who are Family Practitioners or General Practice Physicians who have attended the USAF Aerospace Medicine Primary Course. Our Family Practitioners are Board Certified through the American Board of Family Physicians & or American Osteopathic Board of Family Physicians.
- Nurses who are licensed Registered Nurses (RN's).
- Medical Technicians who are certified Emergency Medical Technicians.